

2009 BLS Year in Review Clerk's Office Outline

1. Statistics

- **2008:** see notebook handouts (per capita map/table); nationally, filings rose to over 1,000,000 again
- **2009:** bankruptcy case filings were 363 in Jan., 474 in Feb. (31% increase; 44% increase over Feb. 2008);
- **Pro Se:** average has been about 11% for some time, but last month it dropped to 8%!

2. CM-ECF 3.3.1 (went live on Monday; see 2009-4 e-news blast)

- **New statistical case opening data required to be collected by UST, per BAPCPA (call UST w/questions)**
- **Automatic upload e-filing (contact your vendor!); if you do this, we require a separate debtor's signature page to be filed contemporaneously (document #2...).**
- **The UST is also implementing use of uniform forms for final trustee reports (also per BAPCPA)**
- **Joint debtor disposition reporting: was case-specific, now debtor specific (w/one exception); this means we will not have to bifurcate cases where the debtors' dispositions are different**
- **Please use the SEARCH function**
 - » **Appears on main menu bar across top**
 - » **Searches "menus & events" (try "stay" & "credit")**
 - » **Use of search saves time (eliminates steps in e-filing)**
 - » **Discard old event list (no longer current...)**

- **Please redact personal identifiers/confidential info.;** if you note a document (such as a *pro se* proof of claim) with personal info, you may want to submit a proposed order to restrict access/etc. (can be done *ex parte*)
- **Future enhancement/what do you think?**
 - » **User-initiated password reset for existing accounts** (new password sent to the primary e-mail address of the account) – is this something you want?
 - » **If you have any suggestions/questions/want to schedule training/etc. re CM-ECF, please let us know**

3. Attorney & Pro Se 2008 Surveys: results and actions taken

Thank you for your valuable feedback! Here are a few actions we have initiated:

- **Better search functions on public access computers:** The deadlines/hearing report has been made available to the public and attorney level account. We have also modified the docket activity report providing you with the ability to search by docket event.
- **Web site organization and navigation & E-Filing:** see CM-ECF 3.3.1; search function on our website, updated content, etc.
- **Periodic helpful hints NTP's.** We are also in the process of revamping out attorney training to include more helpful tips and include how to avoid common errors.
- **Consistency of information we give:** We have updated our FAQs of customers for operations staff, documenting the solutions to most common problems. We are also updating our internal web page so that procedures and checklists can be more easily found to quickly and consistently provide information to customers.
- **Decrease customer wait time:** The Clerk's Office will begin scanning in petition and case initiating documents after *pro se* filers leave. The NEF sent to the United States and trustees will not contain an image. However, the image will be available on PACER. We anticipate that this should cut the wait time from 20 minutes per case to approximately 10 minutes.

4. **Please share our e-news & notice messages with staff (they can sign up for to get them directly, too!**

I will be sending out a version of today's content/outline next week.

5. **New *Bankruptcy Basics* video available on our website + dvd**
6. **Local rules revision: posting proposed rules on our website and setting up system for public comments – stay tuned!**

Questions...Comments...Suggestions?